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VOLUNTEER POLICY MANUAL/HANDBOOK

Office of the Senior Advocate Chesterfield County

804-768-7878 www.Chesterfield.gov/SeniorAdvocate kizxcvo imqwer yuiopas Ifghjklzx vbnmq

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Welcome to the Office of the Senior Advocate

As a volunteer, you will be engaged in providing a valuable community service to older adults and adults with mental and physical challenges. We appreciate the wonderful service you are undertaking for Chesterfield County's seniors. Without you, our office could not function.

This manual is intended to help you work productively in fulfilling senior interests, as well as enhancing the personal rewards of your own investment. To ensure you have a satisfying volunteer experience, we welcome your input, suggestions, and questions.

Volunteering is also a way to enhance your personal and professional skills, leading to increased cultural awareness, creativity, problem solving and teamwork. Volunteers don't just do the work, **they make everything work!**

Debbie Leidheiser Senior Advocate

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Bill of Rights for Volunteers

THE RIGHT TO BE TREATED AS A CO-WORKER

Not just as free help

THE RIGHT TO A SUITABLE ASSIGNMENT

With consideration for personal preference, temperament, life experience, education and employment background

THE RIGHT TO KNOW AS MUCH ABOUT THE AGENCY AS POSSIBLE

Its policies, people and programs

THE RIGHT TO TRAINING FOR THE ASSIGNMENT

Thoughtfully planned and effectively presented

THE RIGHT TO SOUND GUIDANCE AND DIRECTION

By someone who is experienced, well informed, patient and thoughtful, who gives the time it takes in giving guidance

THE RIGHT TO BE HEARD

To have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion

THE RIGHT TO RECOGNITION

Awards ~ Through day-by-day expressions of appreciation ~ By being treated as a bona fide co-worker ~ Self-recognition — Realize that what you do is important to the people we serve and the community

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About the Office of the Senior Advocate

Mission

The Senior Advocate is Chesterfield County's leading resource for older adults and individuals with physical and sensory disabilities.

Values

We work to inspire hope, empower change and transform the lives of older adults and individuals with disabilities in Chesterfield County.

History

After several years of research, Chesterfield County's Committee on the Future learned that the fastest growing age group in the county are those who are 65 years and older. The committee's report, "The Aging of the Population in Chesterfield County – Choices, Options and Benefits of Aging," (January 2003) suggests that by the year 2030, the number of people over age 65 will equal the number of those under the age of 20. According to the research, seniors want to live independently in their own homes and neighborhoods, they want to remain involved in their communities and they want information about resources and services that can help them accomplish those goals.

In order to offer a single place where seniors and their caregivers can find information, Chesterfield County implemented one of the recommendations made by the Committee on the Future, by creating a Senior Advocate position in May 2003. The Senior Advocate's office provides leadership and direction as Chesterfield seeks to meet the needs of an increasing older population. Chesterfield wants to help insure that its older residents have opportunities to live healthy, fulfilling and independent lives, making Chesterfield a livable community for all ages.

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The Senior Advocate's Office Today

The Senior Advocate's office provides seniors a one-stop shop where they can obtain information and referrals for services and resources that may be available to increase the quality of life for seniors and their caregivers. The office offers information and referrals to, promotes and coordinates services for:

- Older adults who want to remain active, independent and vital contributors to their communities.
- Older adults who may need assistance to remain as independent as possible.
- Caregivers to older adults, including those who may themselves be older and need assistance.
- Individuals with physical or sensory disabilities.

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Programs and Special Events of the Office

- Advocacy Training: Residents learn about older adults' issues and how to advocate for themselves.*
- Caregiver Connection: Helps address the needs of those who are caring for an adult with physical or cognitive deterioration, usually a parent or a spouse.
- Centenarian Club: Recognition of Chesterfield residents, age 100 and older.
- Chesterfield Council on Aging: Works to enhance the quality of life for older adults and adults with disabilities through education, advocacy and community service. The Council also publishes a resource directory of services in Chesterfield.*
- Chesterfield Triad: Focused on reducing crime against seniors and enhancing their quality of life. Triad sponsors a Senior Day event each year on the first Wednesday in May.*
- **Church Ambassador:** Provides the faith-based community with resources for older adults.
- Fun at the Fairgrounds: A free health and wellness festival for adults 50 and older.*
- **Kinship Connection**: A support group for grandparents and other kin raising a child.
- Lawyers Helping Seniors Day: Volunteer attorneys prepare legal documents free of charge for eligible older adults.*
- Senior Ambassador Program: An eight-week program where older adults learn about the resources in Chesterfield (business and government, lifelong learning, safety, legal and justice, etc.).
- Senior Connections, the Capital Area Agency on Aging: Provides services for older adults including home delivered meals, Friendship Cafes, case management, money management, employment services, and other services as needed.*
- **Student Essay Contest:** Students submit essays on adults, age 60 or older, who have made a difference in their life.
- **Telephone Reassurance Program:** A volunteer program to help ensure the safety of isolated and disabled adults.

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^{*}These programs are in partnership with other organizations

Volunteer Qualifications

- Effective written and verbal communication and interpersonal skills.
- A sincere interest in older adults and an appreciation of the dignity and worth of each individual.
- The ability to accept and empathize with the life circumstances of older adults and to listen well without passing judgment or pressuring clients with personal opinions.
- The ability to conduct a conversation with patience, warmth, cheerfulness, kindness, a sense of humor, good judgment and tact, particularly when clients share potentially unsettling or surprising information.
- An ability to empathize with clients, while not becoming involved in the client's problems or internalizing those problems.
- A sense of responsibility, reliability and dependability, to abide by the commitments you make.
- An ability to work under supervision and to accept the rules and regulations of this office and programs.
- A willingness to maintain client dignity and confidentiality.
- Integrity and honesty.
- Openness to seeking joy in your volunteer service.

Volunteer Guidelines and Procedures

- The volunteer must meet with the Senior Advocate.
- The volunteer must complete a background check done by the County's Human Resources Department (most positions).
- The volunteer must attend an orientation (most positions).
- In the Volunteer notebook, each volunteer must record the hours and dates they have worked.
- Please notify the Senior Advocate or her assistant as soon as possible if you are unable to come at your scheduled time.

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- Dress in appropriate office attire.
- Volunteers must follow a code of confidentiality pertaining to any client information and/or Senior Advocate documents and records. All such information is private and not to be discussed with anyone.
- When a client's welfare is of concern to you, notify the Senior Advocate or the secretary of your concern.
- Please report any accident or injury to staff members immediately.
- Volunteers must commit to a regular, consistent schedule.

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Retired and Senior Volunteer Program (RSVP)

RSVP: The Office of the Senior Advocate partners with Senior Connections on their RSVP program.

What is RSVP? The Retired and Senior Volunteer Program (RSVP) is a nationwide program that promotes national service among older adults. RSVP provides a wide variety of opportunities for persons aged 55 and older to serve their community through significant volunteer service.

What are the advantages of volunteering through RSVP?

Once registered, you will receive assistance in finding the appropriate volunteer placement. Or, if you are already serving in a non-profit or health-related agency, you may register for RSVP and receive benefits.

What benefits does RSVP offer?

Supplemental accident and liability insurance (free group plan), limited travel, reimbursement (optional), annual recognition event, and quarterly newsletters are offered to members.

Does RSVP offer travel reimbursement?

Yes. Maximum reimbursement is \$25 per month for volunteers needing financial assistance getting to and from their volunteer station. Reimbursement is 15 cents per mile, up to \$25 per month.

What is the recognition event and when does it take place?

The annual Volunteer Recognition Event is held in the spring. The event offers food, fellowship, and fun for RSVP Volunteers and Station Volunteer Administrators. Awards are presented based on accumulated hours of volunteer service, beginning the day of registration with RSVP.

How can I help to publicize RSVP in the community?

Word of mouth is the most effective means of recruiting new volunteers for RSVP. Tell your friends and acquaintances how much you enjoy your volunteer work and encourage them to join the program.

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UNPAID VOLUNTEER POSITIONS IN THE OFFICE OF THE SENIOR ADVOCATE

CATCH Healthy Habits

Description: Teams of adults age 50 and over are paired with children in grades K-5 for a series of hourly sessions. These sessions are comprised of three components: 1) a hands on nutrition lesson, 2) a healthy snack, and 3) a fun physical activity. The program combats childhood obesity through instilling attainable healthy eating and active living habits, while promoting intergenerational interaction.

Skills/Qualifications the volunteer will need:

- Must be self-motivated and reliable.
- Possess excellent organizational and communication skills.
- Demonstrate the ability to work cooperatively with different types of personalities.
- Have or acquire knowledge and understanding of issues affecting older adults and children.
- Ability to assist with or lead activities as directed.

Time commitment: 1 ½ hours per week for 8 weeks.

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Chesterfield Age Wave Coalition Action Committees

Description: Volunteers can join one of four groups committed to carrying forward the plan completed by the coalition in 2015. The committees will meet in ad hoc groups to make a deeper, more specific contribution toward meeting some of the needs and filling the gaps in Chesterfield County Services for aging adults. The four committees are:

- a. Awareness and Access to Resources: focuses on community education, available resources and gaps, getting information into the neighborhoods, and reviewing and updating a website.
- b. **Housing and Neighborhood support:** programs for affordable housing, home modification, Neighbor to Neighbor programs, transportation, and creating "Village" neighborhoods, which offer nearby and accessible services and activities.
- c. Community Partnerships and Collaborations: intergenerational programs, programs that promote and educate cultural diversity, healthy and active living, and projects that link resources such as libraries, faith-based groups, and coordination with the business center to encourage entrepreneurs to see the aging population as valuable clients.
- d. **Fund Raising:** this committee will seek grants, monies from business partners, and seek funding for a part-time paid position to coordinate volunteer efforts to carry forth the coalition plan, as well as special projects to aid seniors.

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Chesterfield Council on Aging

Description: The Chesterfield Council on Aging meets monthly to discuss issues related to aging and quality of life for older adults and individuals with disabilities in Chesterfield County. The council offers memberships for individuals and representatives of organizations who are committed to the quality of life of this population.

Skills/Qualifications the volunteer will need:

- A desire to educate and advocate on issues affecting older adults and individuals with disabilities.
- Be a member of one of the council's committees.
- Be active in the organization.

Time Commitment: the council meets from 9-10:30 a.m. on the fourth Thursday of each month at Lucy Corr Village, 6800 Lucy Corr Blvd., Chesterfield.

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Harrowgate Readers

Description: During the school year, once a month on a Friday morning, volunteers read to a small group of children for 2 hours. The school provides the reading material as well as an activity designed to reinforce the story. Bring your Thespian skills! You must enjoy the company of young children. There will be three to four adults in each classroom to support the activity.

Skills/Qualifications the volunteer will need:

- Enjoy reading enthusiastically.
- Display an ability to hold the attention of young children.
- Exhibit reliability as a team member.
- Offer excellent communication skills.

Time Commitment: once per month during the school year for 2 hours.

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Helping Hands Volunteer

Description: Bring your handyman skills to help assist older or disabled individuals who do not have the ability or resources available to do minor maintenance in their homes or yards. The office receives many calls from people in need of help with painting, building and installing ramps, mowing grass or raking leaves. This is a great opportunity for individuals, faith-based organizations, civic associations, neighborhoods, businesses and community based organizations to provide a volunteer workforce to help improve their communities.

Time Commitments: as needed.

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Kiddy Buddy

Description: Volunteers, 17 years old or older, assist another adult in entertaining children whose guardians are attending Kinship Connection, a support group for grandparents and other kin who are raising children.

Skills/Qualifications the volunteer will need:

- Must enjoy children.
- Assist or lead in activities which hold the attention of children of all ages.
- · Serve snacks to the children.
- Be a reliable and responsible team player.
- Exhibit sensitive verbal communication skills.

Time Commitment: 3rd Thursday of each month, 4:30-6 p.m.

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Marketing Assistant

Description: This volunteer will help create event announcements, press releases, creative signage, brochures and articles. The individual may serve on the newsletter committee and/or assist with grant research and writing.

Skills/Qualifications the volunteer will need:

- Be willing to assist with the newsletter.
- · Assist with grant research and writing.
- Prepare press releases.
- Work independently and be self-motivated.
- Be creative and well organized.
- Know or have a willingness to learn Microsoft Publisher.

Time Commitment: Once a month or as needed.

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Office Volunteer

Description: This position plays a vital role in the daily operations of the Senior Advocate's office.

Skills/Qualifications the volunteer will need:

- Familiarity with Microsoft Office; basic office skills.
- The ability to create mailings.
- Filing.
- Making copies and sending faxes.
- Answering phones.
- Assembling training or information packets.
- Be a sympathetic listener.
- Keep appropriate informational brochures stocked and ready for clients.
- Special projects as needed.

Time Commitment: Once a week or once a month.

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Senior Ambassador Volunteer

Description: During this 8-week program, the volunteer will help facilitate the weekly meetings.

Skills/Qualifications the volunteer will need:

- Set up and take down tables and chairs.
- Help to plan the program and recruit instructors.
- Prepare refreshments.
- Set up equipment and help run it.
- Network with class participants.
- Help to plan and execute a class project.

Time Commitment: Every Monday for 8 weeks from 8 a.m.-3:30 p.m., typically in September and October.

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Special Events Volunteer

Description: If you like to party, this job is for you! The Senior Advocate schedules a number of events during the year including, but not limited to, Fun at the Fairgrounds, Lawyers Helping Seniors Day, Student Essay Contest, Senior Volunteer Hall of Fame, and the Santa Party.

Skills/Qualifications the volunteer will need:

- Enjoy planning and decorating for events.
- Assist event coordinators.
- Greet participants.
- Help with making coffee and setting out refreshments.
- Help setting up, working the event, and breaking down after the event.
- Help host the event.

Time Commitment: Help with one event or multiple events throughout the year, January – December.

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Telephone Reassurance Volunteers

Description: This position provides a link to the lonely and isolated members of Chesterfield County by making phone calls to verify their well being and offering verbal companionship. Through this caring contact with the outside world, our clients feel important and valuable, which builds confidence and self esteem.

Skills/Qualifications the volunteer will need:

- Be a sympathetic listener.
- Treat your phone contact with dignity and understanding.
- Date and record your contact in the client notebook.
- Be reliable and committed.
- Be tolerant and understanding.

Time Commitment: Once a week, twice a month or once a month. Calls are made from the office on the following days:

Mondays 10 a.m.-Noon Tuesdays 12-2 p.m. Wednesdays 10 a.m.-Noon Thursdays 10 a.m.-Noon

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Triad Volunteer

Description: Chesterfield Triad educates seniors and caregivers about programs, services, techniques and systems that aid in crime prevention to improve the quality of life for seniors. The program offers many free safety programs and services. For Triad Senior Day in May, the individual may help with soliciting donations, recruiting vendors, setting up, taking down and working the event.

Time Commitment: The volunteer can be a member of Triad or just help with the Triad programs. Triad meetings are held at Southminster Presbyterian Church, 7500 Hull Street Road, North Chesterfield on the third Thursday of each month from 9-10:30 a.m.

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Volunteer Coordinator

Description: The Coordinator will be involved in the recruitment of volunteers, scheduling their time and acting as a contact person for people interested in volunteering in the Senior Advocate Office. He or she must be reliable, self-motivated, have excellent communication skills, have interest in and knowledge of issues affecting older adults, and be able to work cooperatively with many different personalities.

Qualifications and Duties:

- Assist in recruiting and training volunteers.
- Schedule volunteer coverage to fulfill the needs of clients, the Senior Advocate's office, and its programs.
- Provide annual evaluations of volunteers.
- Track the volunteer hours and complete monthly reports.
- Provide assistance and consultation to volunteers as needed.
- Assist in volunteer appreciation events.
- Compile and distribute a quarterly volunteer newsletter.
- Be reliable and self-motivated.
- Exhibit excellent organizational and communication skills.
- Have knowledge and understanding of issues affecting older adults.

Time Commitment: 5 to 8 hours per week.

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Office Closure Policy

The Office is generally closed Fridays, Saturdays and Sundays.

Holiday closings:

- New Year's Day
- Lee-Jackson Day
- Martin Luther King Day
- Memorial Day
- July 4th
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day
- Christmas Eve

Thank you for volunteering with the Office of the Senior Advocate. We appreciate you as a valuable partner to the Senior Advocate, and pledge to do everything possible to help you enjoy a positive and successful experience volunteering.

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FORMS

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CHESTERFIELD COUNTY VOLUNTEER APPLICATION Senior Advocate's Office

VOLUNTEER APPLICATION

Our volunteers provide services for the Senior Advocate's office to help the citizens of Chesterfield County. Volunteers sign up for flexible time commitments during the workweek. Please fill out the application to volunteer with the office.

	Date:
Name:	
Address:	
City/State/Zip:	
	Evening Phone:
Employer/Occupation:	
Birth Date:	
Email Address:	
In case of emergency, please contact:	
Name:	Phone:
Are you a current/former employee of Che	sterfield County? Yes No
QUEST	IONS
Have you ever been convicted of a Felony	? Yes No
If yes, give dates and please explain:	
Are there any pending charges against yo	u?
VOLUNTEER IN	IFORMATION
Are you a court-mandated volunteer?	YesNo

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Are you volunteering for school credi	t?YesNo
When are you available to begin volur	nteering?
How often are you interested in volun	teering?
DailyWeekly _	MonthlyAs Needed
Which would you prefer? A sho	rt-term projectAn on-going position
Please list any previous volunteer exp	perience:
I am interested in volunteering with the Advocate's office.	ne following program(s) in the Senior
Grandparent Connection	Harrowgate Readers
Office Volunteer	Jury Commissioners
Marketing Assistant	Special Events
Senior Ambassador Program	Telephone Reassurance Program
Age Wave Coalition	Other
PERSONAL REFERI	ENCES (other than relatives)
1. Name:	Relationship:
Day Phone:	Evening Phone:
Number of years known:	_
2. Name:	Relationship:
	Evening Phone:
Number of years known:	

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I certify that the information I have provided to the previous questions is true and
correct and that no attempt has been made to conceal pertinent information. I
understand that if any information given by me in this application is found to be
false or misleading, I will be subject to dismissal at any time, and I agree to hold
Chesterfield County, its officials and employees harmless in that event.

Signature	Date
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Volunteer Confidentiality Agreement

	I,, understand that in
	the course of my work with the Telephone Reassurance Program, I may learn certain personal facts about individuals being served by the Chesterfield County Senior Advocate's Office that are highly personal and confidential in nature. Examples of such information are medical
	treatments, finances, living arrangements, relationships with families and others. I understand that all such information must be treated as completely confidential and that any breach of confidentiality concerning clients may result in separation from the Chesterfield Senior Advocate's Volunteer Program.
	Except to the staff of the Senior Advocate's Office who needs to know, I agree not to disclose information of a personal and confidential nature. I also understand that similar information learned about the Senior Advocate's office or staff is also treated as confidential.
	I agree to talk with the staff of the Senior Advocate's Office when I have questions about confidentially and/or my possible violation of such confidentiality.
	I have read or have been read this form and understand it.
Si	gnature:
D	ate:

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VOLUNTEER AGREEMENT

As a volunteer of Chesterfield County, I understand and agree to the following:

- I understand and agree that, as a volunteer, I must abide by the rules which govern the employees of the department in which I work.
- I understand and agree that all information regarding individuals obtained while serving in any volunteer capacity is confidential, and I will maintain this confidentiality by not discussing such information with anyone other than department staff on a need-to-know basis.
- I understand and agree that, as a volunteer, I am responsible for assuring that my volunteer hours are accurately reported to my supervisor in a timely manner.
- I understand and agree to abide by all rules and regulations that apply to the department(s) and program(s) in which I work. I certify that department rules and policies have been explained to me by my supervisor.
- I understand and agree that as a volunteer, my services can be discontinued at any time for any reason.
- I understand that I am not authorized to provide direct services to juveniles unless I have passed a Chesterfield County criminal background check.

Signature: ₋	 	 	
Date:			

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CONFIDENTIAL VOLUNTEER REGISTRATION FORM

PLEASE ANSWER EACH ITEM ON THIS FORM. DO NOT LEAVE ITEMS BLANK. IF YOU HAVE QUESTIONS, PLEASE CALL (804) 343-3050 OR (804) 343-4490. THANK YOU!

FULL NAME	
HOME PHONE	OTHER CONTACT #
EMAIL	
GENDER:MALE	_FEMALE
DATE OF BIRTH	_ DRIVE A CAR?YESNO
DMV LICENSE #	EXPIRATION DATE
LIABILITY INSURANCE COMPANY	
CITY OR COUNTY WHERE YOU LIV	/E
ETHNICITY (PLEASE CHECK ONE)):
AFRICAN AMERICAN	CAUCASIANASIAN AMERICAN
HISPANIC	NATIVE AMERICANPACIFIC RIM
EDUCATION (PLEASE CHECK ON	≣):
0-8 (EIGHT YRS OR LESS)	9-11 (GRADES 9-11)HIGH SCHOOL
GRADUATE	
GED OR EQUIVALENT	VOCATIONAL/TECHNICAL TRAINING
ASSOCIATE'S DEGREE	BACHELOR'S DEGREEMASTERS DEGREE
DOCTORATE	MEDICAL DOCTOR
OTHER	
VOLUNTEER EXPERIENCE (CURR	ENT & FORMER)

BENEFICIARY FOR RSVP SUPPLEMENTAL ACCIDENT INSURANCE (REQUIRED):

NAME	RELATIONSHIP	
PHONE		
ADDRESS		
	EMERGENCY CONTACT INFORMATION (REQUIRED):	
NAME		
DO YOU HAVE AN	NY MEDICAL CONDITIONS WE NEED TO BE AWARE OF?_	
HOW DID YOU LE	EARN ABOUT RSVP?	
VOLUNTEER PRE	FERENCES	

REQUIRED SIGNATURES

- 1. I wish to volunteer my services through the Retired and Senior Volunteer Program (RSVP) of Senior Connections, The Capital Area Agency on Aging.
- 2. I understand that I am not a paid employee.
- 3. I give permission for RSVP to use my name and photos for promotional purposes.
- 4. If I use my personal automobile as transportation to and from my volunteer station or RSVP activity, I am responsible for personal automobile liability insurance, which meets the requirements of the Commonwealth of Virginia. I understand that mileage reimbursement is available to me only upon completion of signed forms countersigned by my volunteer station manager and submitted in a timely manner. I understand that volunteer mileage reimbursement is remitted quarterly. I understand that the current rate of mileage reimbursement is \$.15/mile with a \$25/month cap.
- 5. I understand that the nature of these volunteer activities may involve physical activity, contact with unidentified or unfamiliar persons, travel to and from unspecified locations and other potential risks of injury. Knowing this, I still wish to volunteer and hereby assume these risks with the respect to any liability for any accident or injury to person or property, which I may sustain in connection with my volunteer activity. I hereby release and discharge Senior Connections, The Capital Area Agency on Aging and any of its management staff, program directors, volunteer leaders (board of directors and advisory)

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- councils), volunteer station supervisors, employees, affiliates, and their successors from any and all liability or responsibility for any such accident or injury.
- 6. Since I am aware that my volunteer assignment through RSVP, Senior Connections, The Capital Area Agency on Aging, may bring me in contact with vulnerable populations (school-aged children and elderly and/or disabled people) I hereby affirm that I have never been convicted of a criminal offense.
- 7. I understand that in the course of my work with RSVP, I may learn certain personal facts about individuals being served by one of RSVP's Community Site Stations that are highly personal and confidential in nature. Examples of such information are: medical and treatment, finances, living arrangements, relationships with families and others. I understand that all such information must be treated as completely confidential and that any breach of confidentiality concerning clients may results in separation from RSVP and their volunteer site.
- 8. Except to those individuals within RSVP sites who need to know, I agree not to disclose information of a personal and confidential nature about myself. I also understand that similar information learned about RSVP volunteers and/or staff is also to be treated as confidential.
- 9. I agree to talk to the RSVP Director and/or Volunteer Coordinator if I have questions about confidentiality and/or my possible violations of such confidentiality.
- 10. I have read or have been read this form and I understand it.

DATE	
DATE	
DATE	
VOLUNTEER JOB	
	DATEDATE

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Chesterfield County Senior dvocate

Volunteer Hours

Name:		
Address: (street, city, zip)		
Phone:	Email:	
<u>Date</u>	<u>Hours</u>	Activity
I, the undersigned, do he listed on this form is true	ereby attest by my signat and correct.	ure that all information
(Signature)		(Date)

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If you have any questions or concerns, call 768-7878 or email Leidheiserd@chesterfield.gov



RSVP VOLUNTEER MILEAGE REPORT

TOTAL HOURS	TOTAL MILES	TOTAL AMOUNT

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